

Public Services in A Complete Systematic Land Registration Program (Study at Sungai Ulin Sub District Office, Banjarbaru City)

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Abstract. Referring to Ministerial Regulation No. 12 of 2017 concerning to Complete Systematic Land Registration program and the latest Presidential Instruction No. 2 of 2018 about concerning the Acceleration of Complete Systematic Land Registration with the aim of completing the registration of 79 million land fields that do not yet have guaranteed ownership of land rights. Then this study aims to know about how public services performed by Sungai Ulin Sub District Office for Complete Systematic Land Registration program by using a descriptive qualitative approach. Searching for data by direct observation in the field, this research is more directed towards services in completing the measurement of land field by referring to Zeithaml's theory of 5 dimensions of indicators in assessing service quality, namely 1. Tangible (Tangible / physical) in the form of convenience of service places, ease of service processes, discipline of officers, use of service aids, and the appearance of the officer. 2. Reliability (reliability) in the form of accuracy of officers, clear services, and expertise of officers. 3. Responsiveness (response / responsiveness) in the form of responsiveness, accuracy, accuracy, and response to complaints. 4. Assurance in the form of guarantees on time, guarantee costs, and guarantees legality. And the last 5. Empathy (Empathy), which is to prioritize customer interests, friendliness, and non-discrimination.

Key words: public services, PTSL, government service